Understanding the views and experiences of adult social care service users 2017/18

About the survey

A random selection of service users were contacted who had received help or support from adult social care in the last 12 months. 402 service users gave us their feedback January to March 2018.

Ages varied between 18 and 107. Average age was 72.

Service users scored their quality of life. 19.5 out of 24.

63% had physical support, 23% had learning disability support, the rest had mental health, sensory, memory or social support.

69% lived in the community, 20% in residential homes, 11% in nursing homes.

Enhancing the quality of life for people with care and support needs

Service users scored their quality of life. 19.5 out of 24.

But only 49% said they have as much social contact as they want with people they like.

Just over 8 in 10 users said they have enough control.

Ensuring that people have a positive experience of care services and support

7 out of 10 users said they were satisfied with the social care and support they received.

71% said it was very or fairly easy to find information and advice about support, services or benefits.

74% said they have enough choice over care and support services.

Ensuring that people who are vulnerable feel safe and protected from harm

71% said they feel safe (this includes feeling safe from fear of abuse, falling or other physical harm both inside and outside the home).

9 out of 10 said the services they receive help them to feel safe and secure.

For more information contact: Feedback & Insight Team, part of Commissioning Support.